



BUREAU OF AUTOMOTIVE REPAIR

BAR Advisory Group Meeting

at Contractors State Licensing Board

Monday, March 13, 2006



MEETING MINUTES

♦ Advisory Group Members in Attendance:

Lou Anapolsky
Jim Custeau
Paul Frech

Johan Gallo
George Hritz
Brian Maas

Jack Molodanoff
Shelly Nolder
Randall Ward

♦ BAR Staff in Attendance:

Richard Ross
Rich Mundy
Mike Vanderlaan
James Goldstene

Rich Fong
Richard Sullivan
Wayne Ramos
Wayne Brumett

Alan Coppage
Michael Lafferty
Jeanne Brode
Debbie Stefan

♦ Welcoming Remarks and Introductions:

The meeting was called to order at 9:35 A.M. and Advisory Group members were introduced.

Chief Ross stated that David Howe, Enforcement Monitor, would be speaking after the Sacramento Air Quality Management District's (AQMD) rather than at 1:30 as stated on the agenda.

♦ Agenda Item: Sacramento Air Quality Management District (Larry Greene)

Larry Greene, Air Pollution Control Officer, with the Sacramento AQMD, explained the responsibilities and goals of his organization and described some of the methods they use to monitor air pollution. He listed the effects of air pollution and suggested methods to help reduce it in the future. These methods included changing the way housing developments are designed and requiring fireplace inserts when building new homes. A question and answer period followed the presentation.

♦ Agenda Item: Enforcement Monitor (David Howe)

David Howe, the BAR Enforcement Monitor, explained the first stage of his report that looked at enforcement methods is complete and he is now working on the second year issues. Mr. Howe said he is viewing arbitration programs in other Boards and Bureaus to evaluate their possible use at BAR. He is also looking at the manuals and software used by ARDs and Stations and the training requirements for Program Representatives. The next report should be done in May and another in Fall 2006.

A question period followed with responses given by David Howe and BAR staff.

◆ **Agenda Item: BAR Outreach (Gil DeLuna)**

Gil DeLuna is the Program Manager II in charge of BAR's Outreach program. Mr. DeLuna reported he has visited the BAR field offices to discuss the outreach program. His unit is working to develop a consumer and industry outreach plan for use by BAR personnel statewide. He shared several ideas and concepts that will be addressed in the development of the BAR Outreach Plan and answered questions from the audience.

◆ **Agenda Item: Legislation / Regulation (James Goldstene)**

Deputy Chief James Goldstene reported that regulations to add the DCA/BAR website address to the Automotive Repair Dealer (ARD) signs will go into effect April 8, 2006. He continued with a brief review of the current pending legislation and regulation packages.

◆ **Agenda Item: Licensing and CAP (James Goldstene)**

James Goldstene stated that applications for registration, with no enforcement review needed, are being processed by BAR's Licensing Unit in approximately one week.

CAP retired 1,900 vehicles from July 2005 through January 2006, and provided repair assistance for approximately 25,000 vehicles.

◆ **Agenda Item: Complaints – Enforcement (Rich Mundy)**

Deputy Chief Rich Mundy explained a consumer complaint trend summary would be provided at future BAG meetings.

Mr. Mundy reported that from 7/1/05 through 12/31/05, BAR closed 7,600 (auto repair only) complaints. This is a 6% decrease from the 8,000 closed from 7/1/04 through 12/31/04.

He explained when complaints are closed, they are coded with a "subject trend" to track the most common types of repairs. Currently 21% of the complaints involve engine repair, overhaul and replacement; while transmission, brake, steering and suspension make up 13% each. Repair Dealer competence issues make up 63% of the consumer allegations in these complaints, 28% involve allege false and/or misleading statements, and about 4% involve fraud allegations.

Chief Ross introduced Kate McGuire as the editor for the Bureau's Repair Reporter and Smog Check Advisory.

◆ **Agenda Item: Technician Training (Wayne Brumett for George Adelsperger)**

The Standards and Training Unit has gathered information from BAR and the industry which is being analyzed to develop updated training courses.

Mr. Brumett, from Standards and Training, reported from 1/1/06 through 3/10/06 the pass rate for those taking the Advanced Emission Specialist Technician examination is 46%. The pass rate for the Basic Area Technician examination is 47%, and the pass rate for the Brake Technician examination is 76% for type A, 33% for type B, and 78% for type C.

The training unit is developing an update course for new and renewal licensees. It is a 12-hour course that includes OBDII. It will be available at the end of August 2006. There will be 118 people trained to teach the class.

♦ **Agenda Item: Advisory Group Goals (Chief Richard Ross)**

Chief Ross stated his goals for the Advisory Group include scheduling more meetings throughout the state, expanding the agenda and using the meetings as a forum to explore and discuss a variety of issues.

♦ **Agenda Item: Chief's Updates (Chief Richard Ross)**

Chief Ross reported a contractor is developing the Next Generation Electronic Transmission (NGET) system for the smog check program. Instructions for enrollment in the new system have been given to all smog check stations. Approximately 5% of the stations have not signed up for the new system to date. There is no estimated time for completion. No change to the current system will occur until the new one is tested and ready.

Chief Ross announced the schedule of the New Low-Pressure Fuel Evaporative testing procedure workshops in April and encouraged interested BAG members to attend. A written schedule of the workshops was provided as a handout.

He further explained that the Request for Proposal (RFP) for a new referee contract was released in January. A bidder conference was held at the end of January 2006. Questions from bidders were submitted to BAR and responses to those questions have been released for the bidders' review.

♦ **Break**

♦ **Agenda Item: Clean Car Program (Dick Sullivan / Alan Coppage)**

Dick Sullivan and Alan Coppage from BAR's Smog Check Enforcement Unit gave a presentation on the "Clean Car" Program currently being used throughout the state to evaluate and educate some Smog Check Station owners and technicians.

Mr. Sullivan explained the purpose of the program is to encourage stations to repair vehicles beyond the minimum required for passing the smog check test. The Vehicle Information Database (VID) data is used to determine which stations need improvement, then BAR field personnel visit those stations and provide training relative to repair effectiveness and the Clean Car Program. The station is visited again 90 days later for re-evaluation. If the stations show no improvement, another visit is scheduled.

In September 2005, 73 stations were evaluated, 44 of them showed the most improvement, 17 showed a slight improvement, and 12 showed no improvement. To date, 300 stations have been evaluated and the above percentages remain relevant.

Mr. Sullivan and Mr. Coppage responded to questions from the audience.

♦ **Agenda Item: Ombudsman (Rick Fong)**

Rick Fong reported that the activity relative to the Ombudsman Office has doubled recently for unknown reasons. Mr. Fong met with the Director and Deputy Director to discuss making the position full time.

Recent Ombudsman inquiries have been about the low-pressure fuel evaporation testing, the Gold Shield evaluation process and technician training.

♦ **Agenda Items Raised for Future Meetings:**

- ✓ Repair effectiveness by station / Clean Car program
- ✓ ARB/BAR SIP – upcoming public hearings / invitation to ARB to attend a BAG meeting to discuss issues relative to the SIP
- ✓ HEP vehicles
- ✓ Analysis of Test Only vs Test and Repair Stations

♦ **General Public Comments:**

A question was raised about the regulation of the waste oil fees charged by oil change stations.

Rich Mundy stated BAR does not directly regulate them, and as long as the amount is included in the original estimate, there is no problem.

♦ **Meeting Adjourned:**

3:45 PM

♦ **Next Meeting Date:**

Tuesday, May 16, 2006 – DeAnza College, Cupertino